

# migrolino e-documents

## “High reliability and user friendliness”

### What were the working processes for document processing previously like in your company?

Invoices were delivered by e-mail as PDFs and filed in the relevant folders. If document attributes were changed, the documents had to be moved manually. This meant that the old system was extremely error-prone and took a lot of time and effort to maintain.

### Why did you choose the Post CH Ltd electronic archiving solution?

At the end of 2014, we were looking for a complete e-archive solution for our franchising partners. As part of a small call to tender, we informed Swiss Post of our requirements. After a visit from Swiss Post representatives, they submitted an offer which completely met our needs.

### How have you found the collaboration and the running of the project?

Right from the beginning we worked together productively and efficiently. From the very first meeting, we had a professional specialist on hand who supported and advised us not just in devising the solution, but with the entire project. All deadlines were met during the course of the whole project, and there were no delays or misunderstandings. Everybody was also extremely understanding of our requests and needs. All of our queries were dealt with quickly and professionally.

### Which factors made the project a success? What were the positive outcomes of the project and what were the challenges?

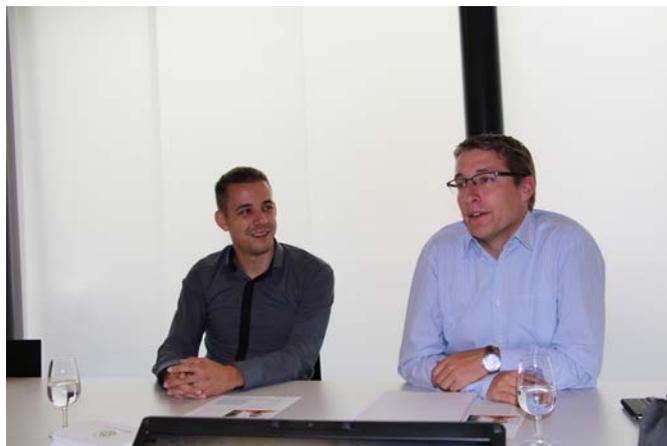
A very positive outcome of the project was the mutual bond and understanding within the partnership. One point which is still not ideal is the user management for customers, which is currently handled by Swiss Post. This means that we have to contact Swiss Post for every approval, though this is not a big problem as they always react to our requests promptly.

### What have been the successes up to now and what are the first impressions since the introduction?

Our solution is currently operating very smoothly. The Swiss Post e-archive solution is very reliable in taking care of a lot of our tasks. Our solution has met with a lot of acceptance and is already well established. The additional complete text search function definitely adds value for our customers.

### What does the future hold for electronic archiving in your company?

We have other partners who do not work with the e-archiving



Cyrill Durrer (Project Manager) and Benjamin Löffel (Head of IT & Controlling) at migrolino

solution. There is definite potential here for us to establish and use the solution even more effectively.

### More about migrolino Ltd

migrolino Ltd is one of the leading providers in the Swiss convenience store market, with shops at train stations, petrol stations and other locations with a lot of footfall. It is a wholly-owned subsidiary of the Federation of Migros Co-operatives.

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